

December 15, 2009

TSAC Sub-Committee – Action Minutes

Neighborhood Associations to Assist with Citizen Service Requests

Background and Description of Work:

Due to the rising number of Citizen Service Requests (CSR's) and the lack of staff to address each one individually TSAC member Harold Anderson suggested that the Neighborhood Associations could assist in screening and investigation of CSR's. A subcommittee was formed to investigate how that might be accomplished and met on December 15, 2009.

Each member of the committee described how they envisioned their own and their neighborhood's participation some of the ideas are:

- Communication
- Education
- Engineering
- Enforcement
- Screening
- Feedback
- Empowerment
- Observation
- Prioritizing

The first order of business would be to view the list of requests for each neighborhood and take that back to the respective neighborhood committees to see if the neighborhood as a whole agrees that the requests are valid. Staff will sort and print lists for the next meeting.

Members of the Sub-Committee:

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|------------------------|-----------------------------|
| Harold Anderson | Southeast Bend NA |
| Bill Brisson | Old Farm District NA |
| Sami Fournier | River West NA |
| Jim Gattey | Century West NA |
| Erik Huffman | Citizen |
| Mike Lovely | Southwest Bend NA |
| Deena McNeil | Mountain View NA |
| Bill Padgham | Century West NA |
| Staff | |
| Nick Arnis | City of Bend |
| Chris Carney | Bend Police |
| Cindy Hartman | City of Bend |
| Robin Lewis | City of Bend |

Meeting Details:

Sub-committee will meet directly after TSAC Meeting each month (9-9:30) for one hour at City Hall. A charter will be created based on the minutes of the December 15th meeting. The charter is intended to describe the project purpose, roles & responsibilities, and what the committee wants to accomplish

Time Line: To be determined.